Amendments In the Specification

Please amend the paragraph beginning on line 17 of page 6 and ending on line 25 of page 6 as follows:

Assume that the broadband network field operations staff has completed the network upgrade and updates the broadband network deployment database **21** to reflect the geographic region of subscribers that have been newly enabled. This information is transmitted to the automation server **6**. The information is correlated to individual subscriber information by the automation server **6** and the resulting subscriber records are updated in the subscriber database **24**. Personnel of the ISP **5** may determine which of the individual subscribers should be targeted for the broadband upgrade, or it may be done automatically. One set of criteria for this selection may be the subscriber profile database and collection mechanism as described in the '602 application.

Please amend the paragraph beginning on line 29 of page 9 and ending on line 7 of page 10 as follows:

The automated order fulfillment process begins with the automation agent **4** communicating the order request and all service availability information obtained during the previous automation phase to the automation server **6**. The automation server **6** then begins a workflow process to complete the ordering process for all physical network assets as well as all account and billing database updates. The automation server **6** collects all subscriber and broadband modem provisioning and configuration information and transmits this information to the activation agent **4** through the control dialog connection as described above. Note that this final sequence is transmitted only upon successful order fulfillment. If the process fails at any point, the subscriber may be notified of the order status by the automation server **6** and agent **4** dialog process.[[.]]

Please amend the paragraph beginning on line 17 of page 10 and ending on line 30 of page 10 as follows:

At a base level, the automation agent can provision the computer networking software **58** for broadband service. All provisioning and configuration information that is required for the broadband modem **3** or **11** to access the network **8** may be directly implemented. The agent **4** software performs this provisioning by directly interfacing to each of the required modules. All network configuration and provisioning is entered into the broadband modem device directly. The various software elements resident within the subscriber machine **1** are directly configured for the desired operation by the agent. This process is contained with a workflow description that has been defined for each of these operations. The agent **4** receives the requested workflow(s) from the automation server **6** via the control dialog as described above. The agent **4** executes this workflow performing all required operations and collecting and reporting all requested status parameters. A record of each workflow step and its resulting status is collected by the

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agent **4** and forwarded <u>to</u> the automation server **6** for inclusion into the subscriber profile database **24**, as shown in **Fig. 2**.